2004 Reserve Component Workshop

Training Objectives

EVERY EVENT IS A TRAINING EVENT!

Directorate of Quality Assurance

Mission

Provide proponent leadership continuous feedback across DOTMLPF to ensure Sustainment Integration proficiency and relevancy to the Army as it transforms.

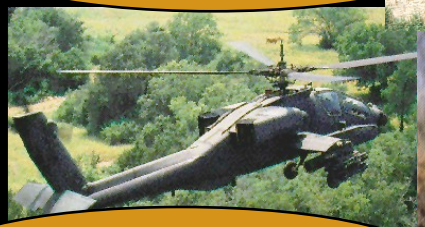
Directorate of Quality Assurance Goals

- ***Provide continuous assessment***
- ***Facilitate the improvement of training proficiency while ensuring relevancy to a transforming Army***
- ***Ensure standardization of CSS training***
- ***Provide CSS data collection and feedbac***

Training Objectives

Army Requirements

War Fighting Value



CSS Vision

ore Competencies

Soldiers & Leaders Who Meet The Needs Of Our Army In

A

Chang

Relevancy

Proficiency

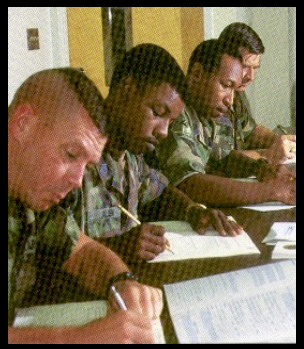
Soldier/Leader Proficiency

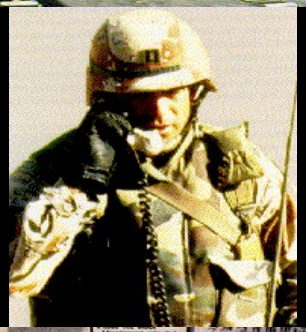
Training

Proficient

Physically Fit

Values Based





Disciplined

Morally Fit

Perform to Standards

Soldier/Leader Development

Life-Cycle

WO1 to CW5

Institutions Provide

Right Training

Right Skills

Right Place

Right Time

Total Army Need

Relevancy

Trends Reversal

Adaptability

Feedback Ensures

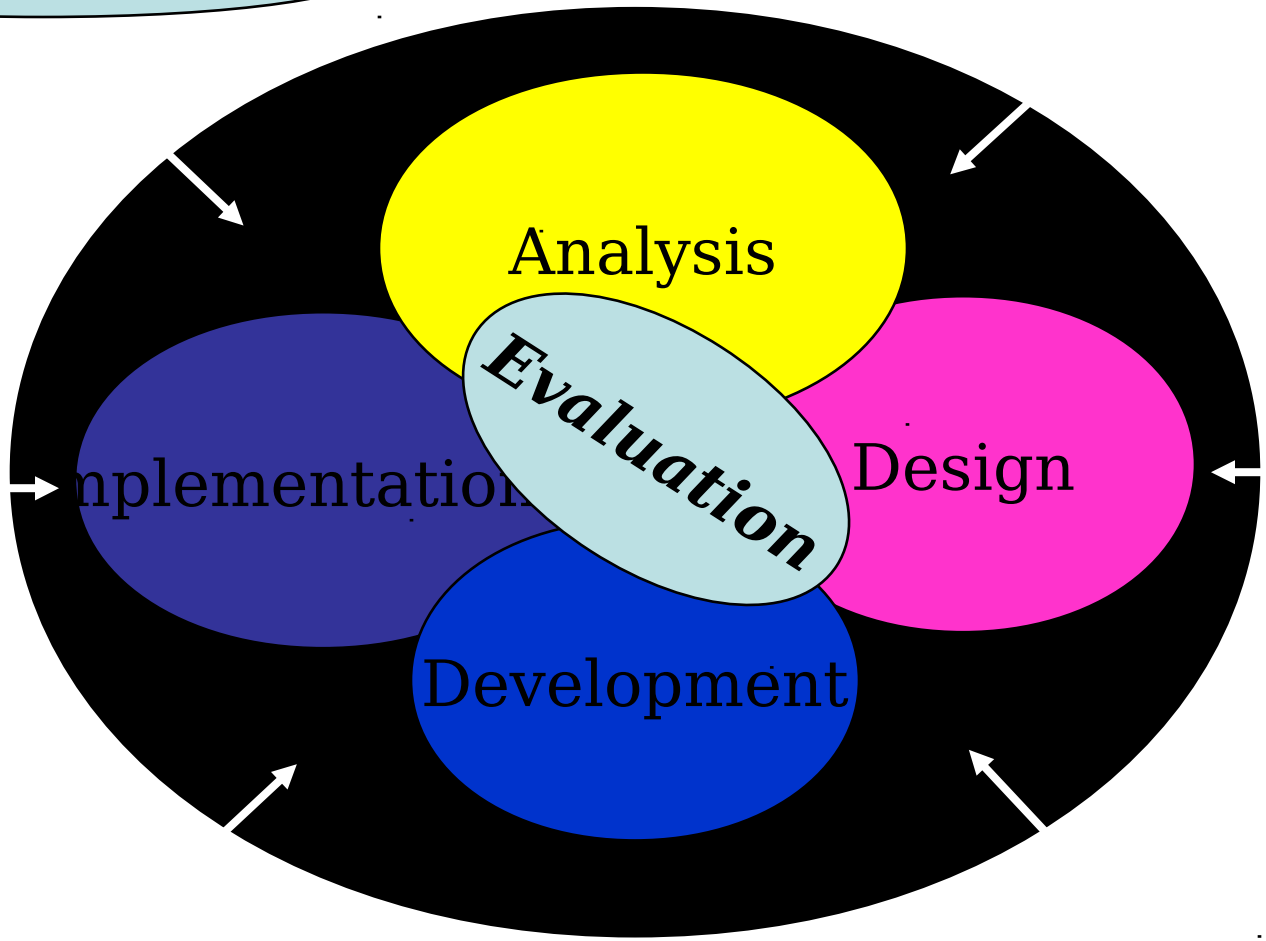
PVT to SGM

2LT to GEN

Directorate of Quality Assurance Model

Systems Approach to Training

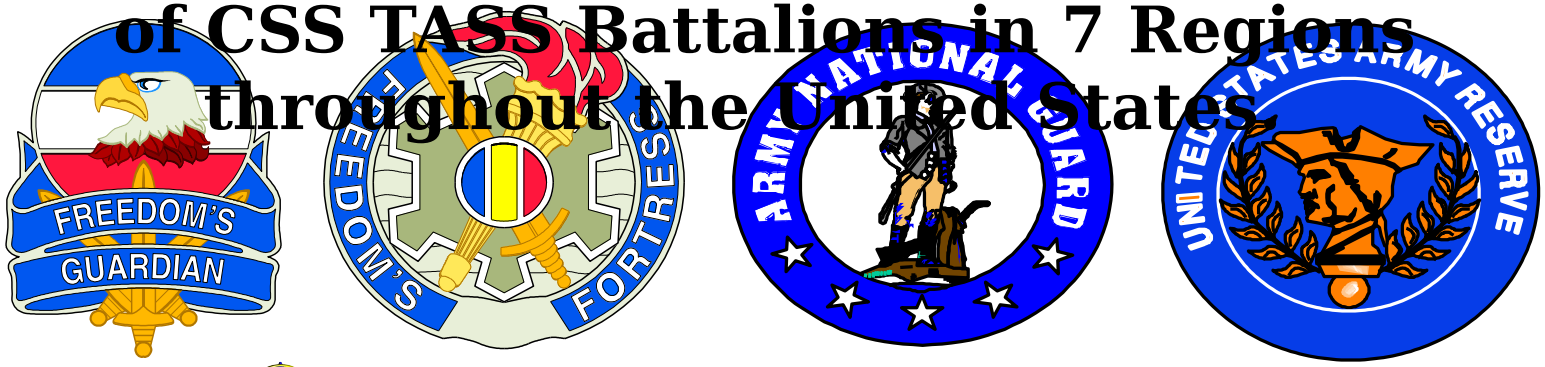
Process Phases



Accreditation Process

Title XI Mission

Title XI is a congressionally mandated program developed to provide AC support to the RC. Congress funds Title XI assets for the specific purpose of increasing the readiness of the RC to enhance the overall effectiveness of the Total Army. Title XI Soldiers in the proponent coordinate,conduct, and report assessments of CSS TASS Battalions in 7 Regions throughout the United States



Title XI Challenges_

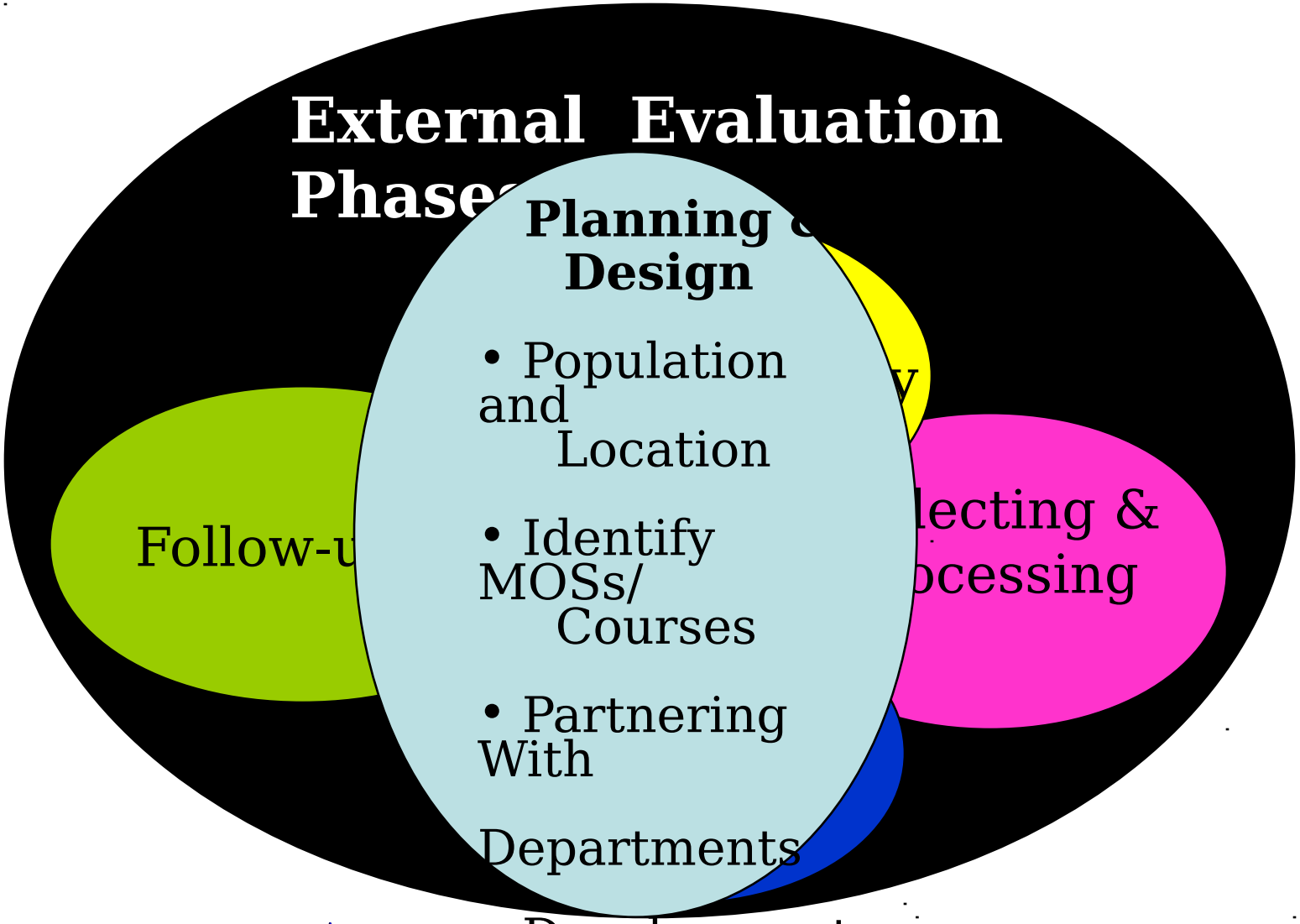
- **Continuity**
  - **Proponent Title XI**
  - **TASS BN Title XI**
- **Communication**
- **Waiver Process**
- **Site Certification (Mobilization Training)**
- **Implementation of “New” Accreditation Standards - 47 to 24**
- **Incorporating Warrior Ethos and COE into training – how?**

Stakeholders Feedback Planning

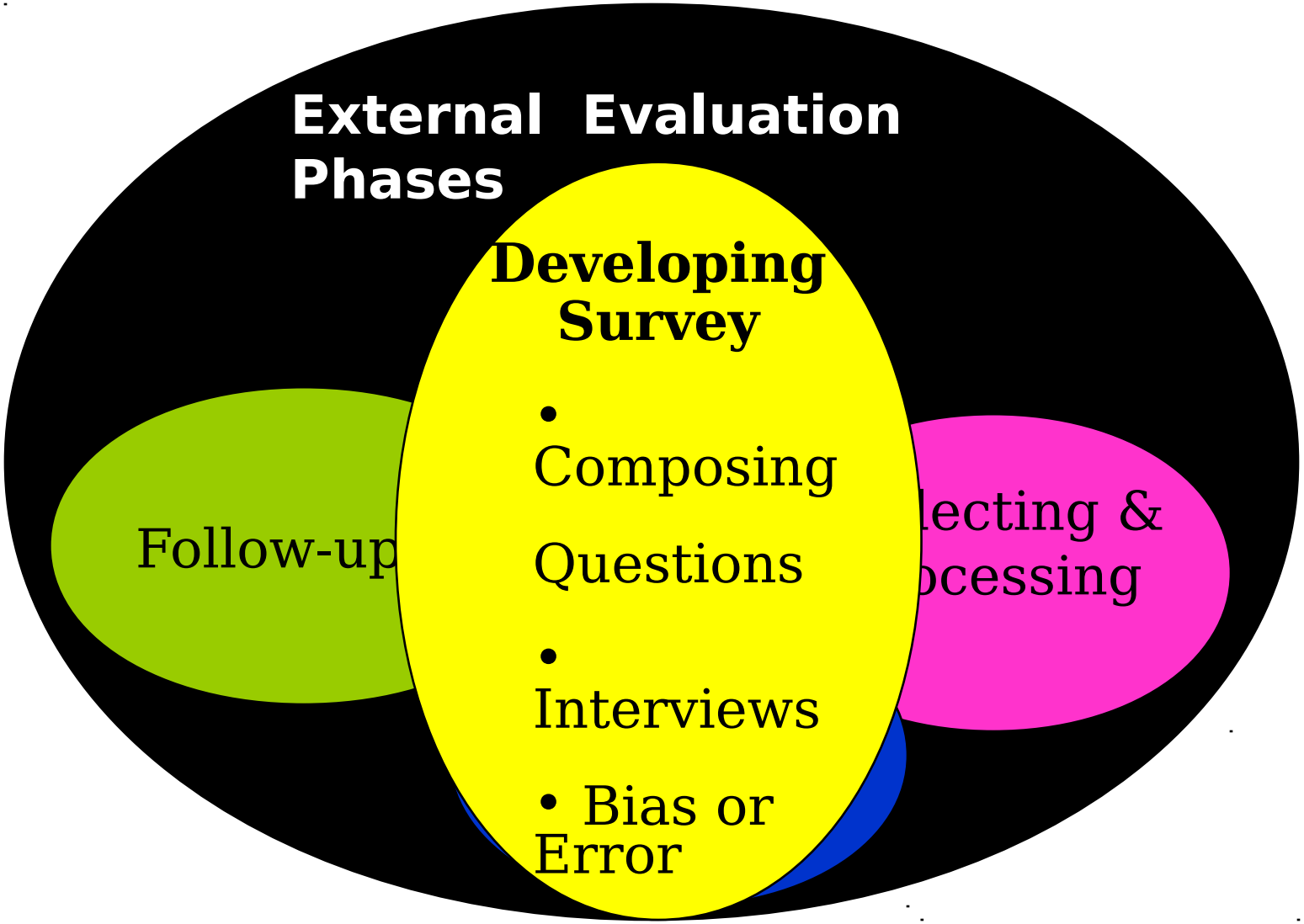
External Evaluation Phases

- *Planning and Design Phase*
- *Developing Survey Instruments Phase*
- *Collecting and Processing Phase*
- *Interpreting and Reporting Phase*

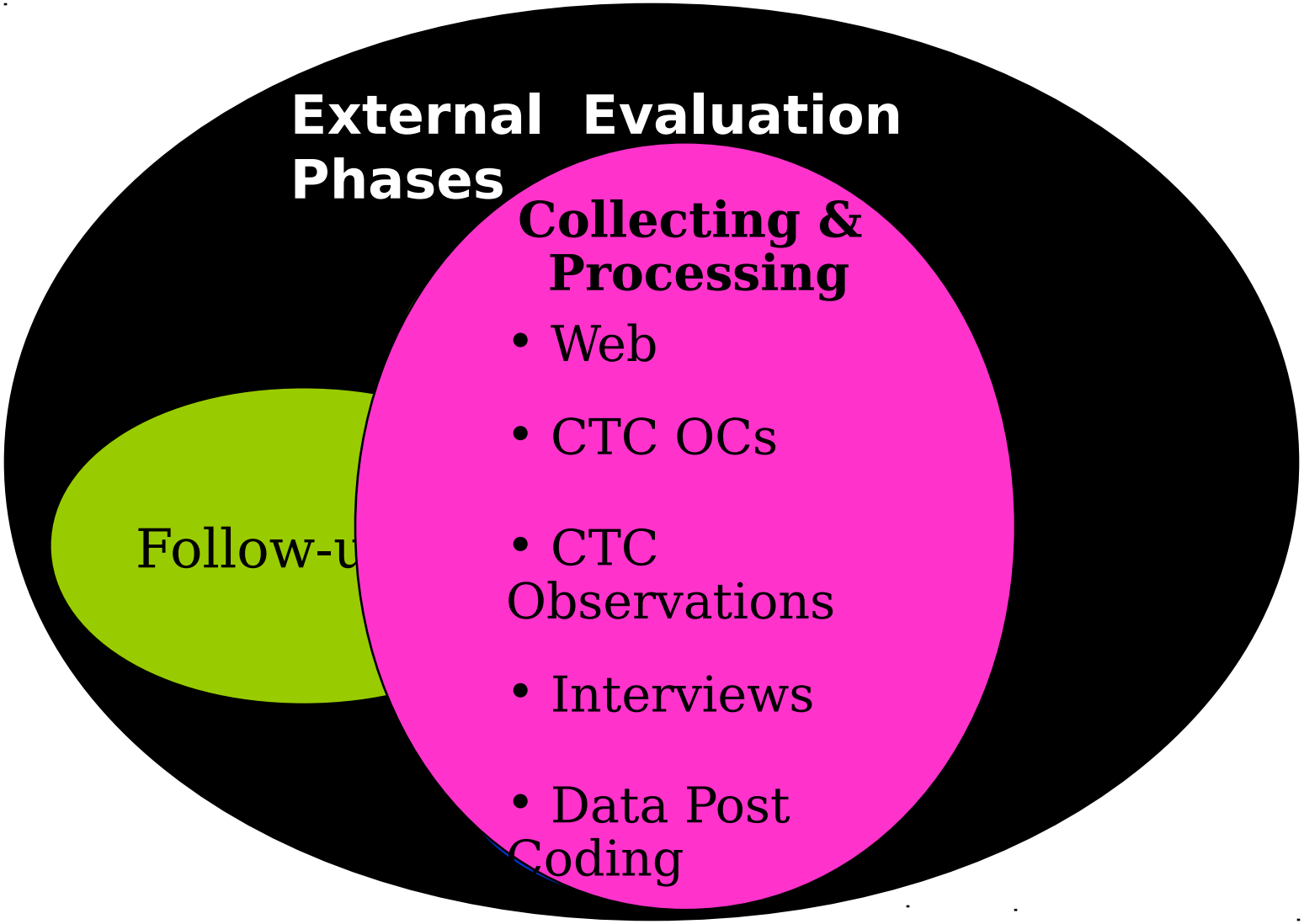
Stakeholders Feedback



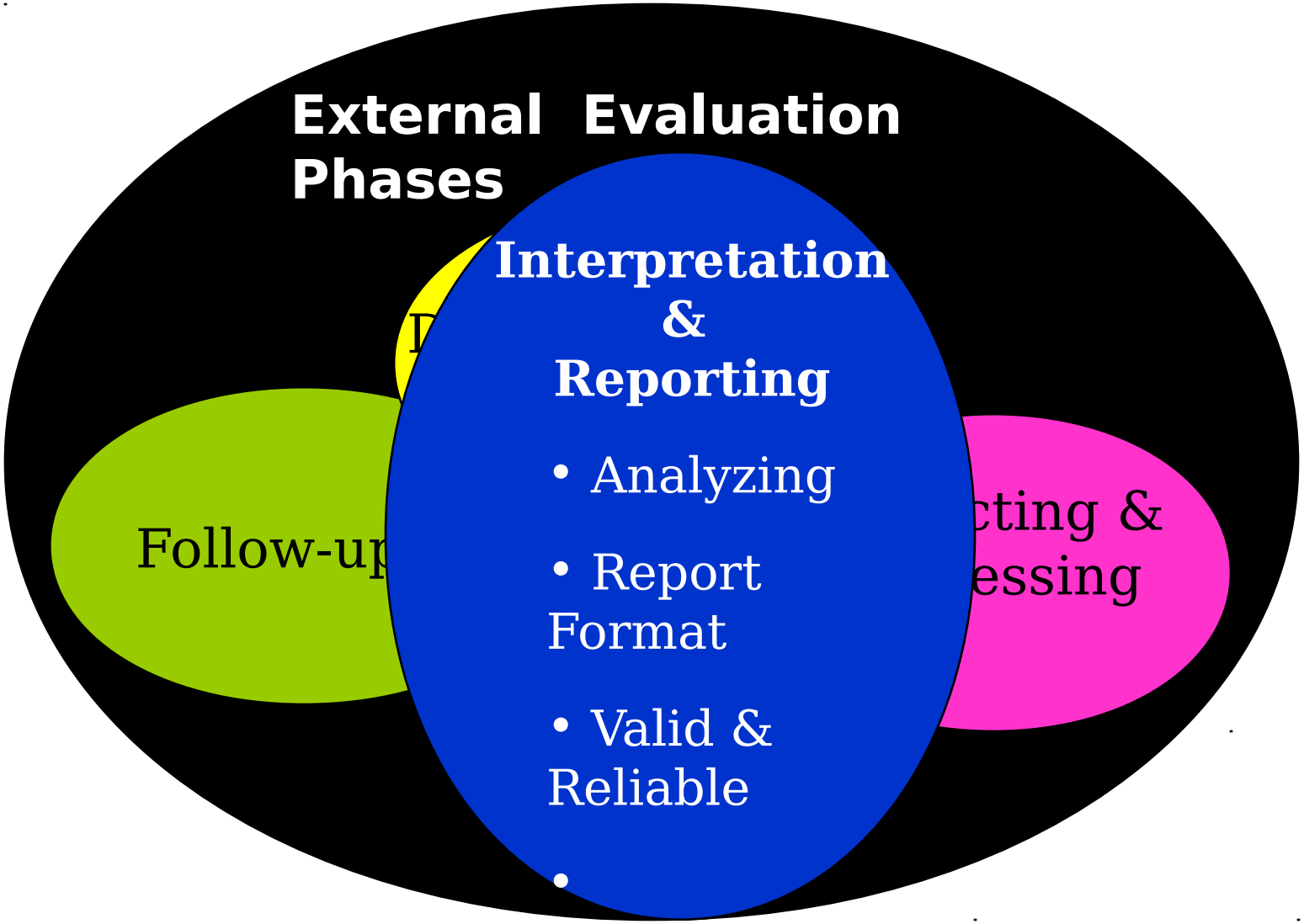
Stakeholders Feedback



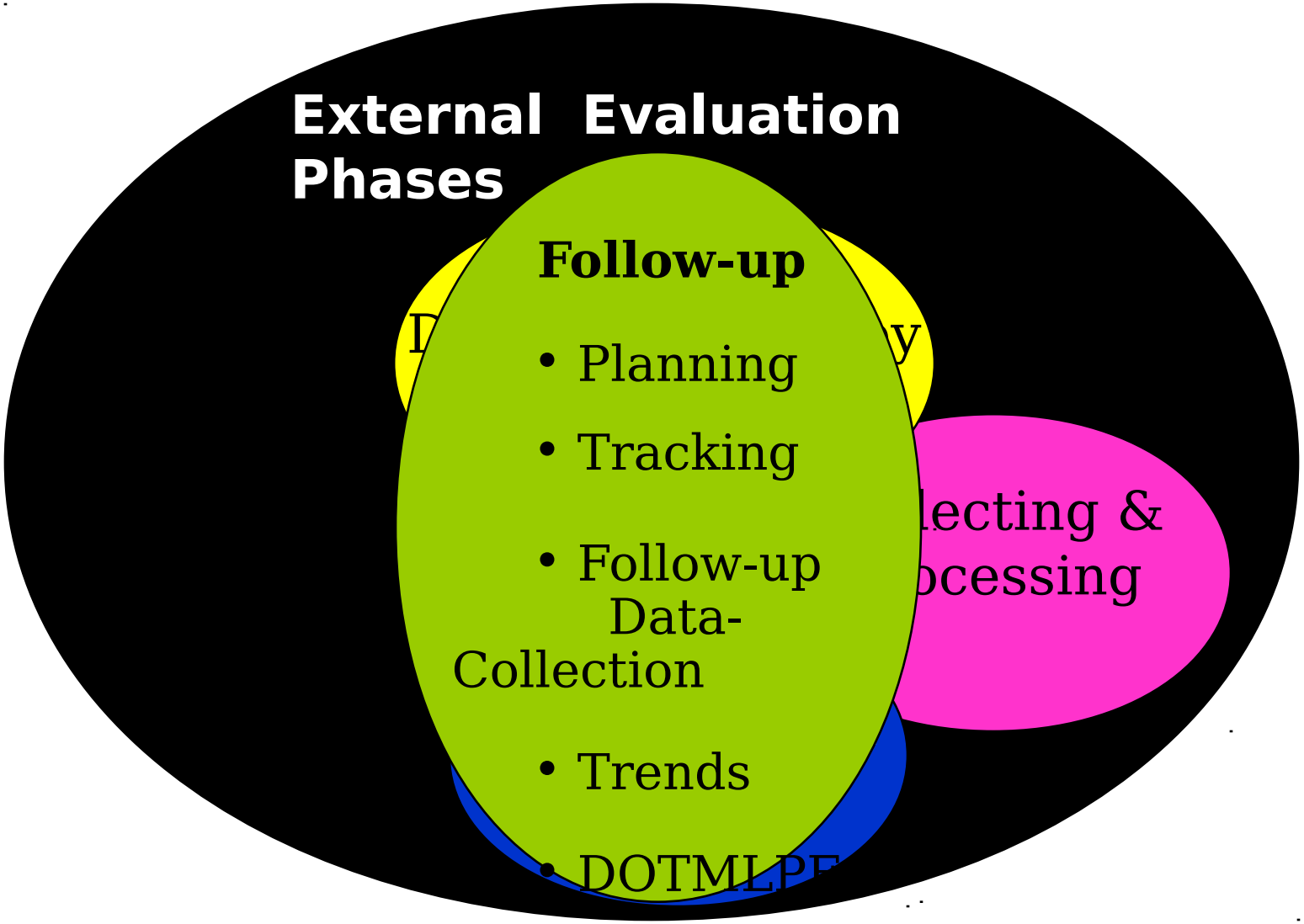
Stakeholders Feedback



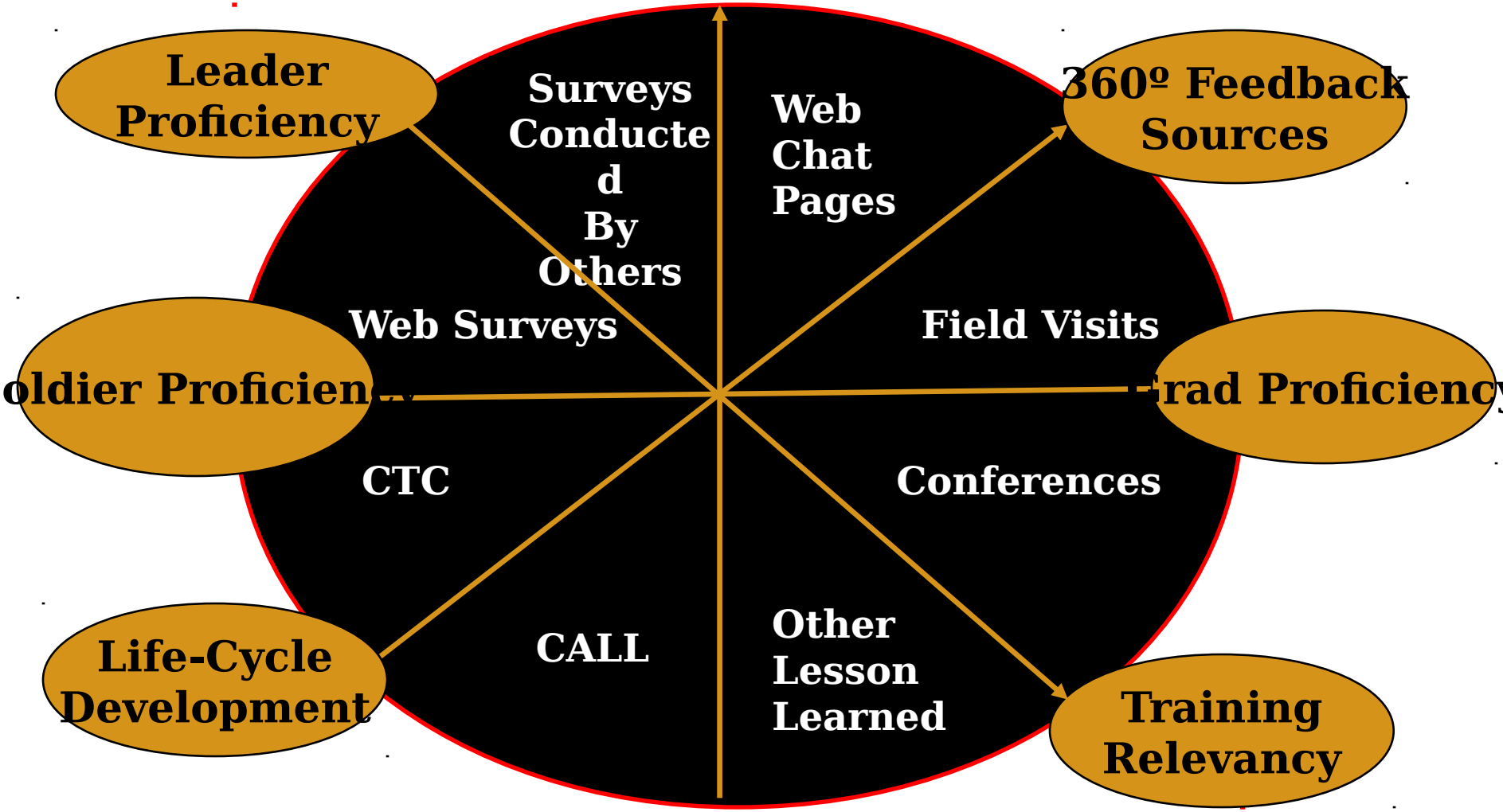
Stakeholders Feedback



Stakeholders Feedback



Stakeholders Feedback

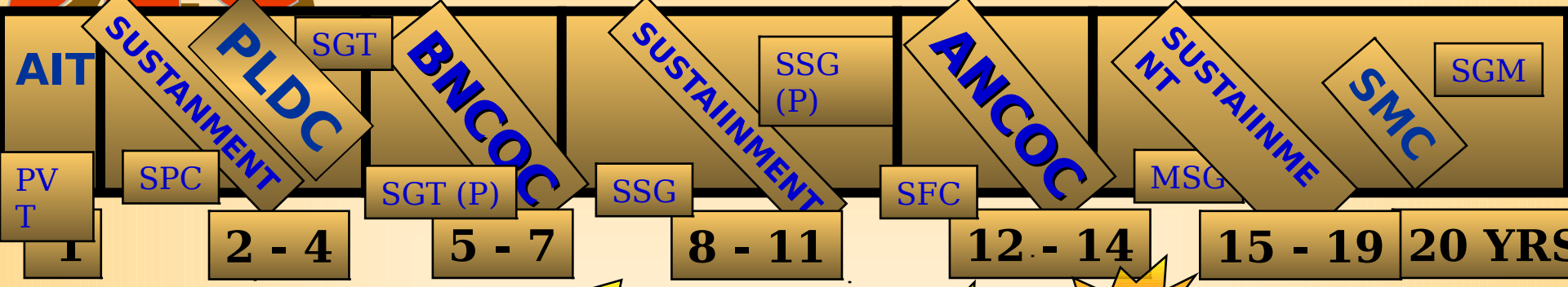


Future Needs?

Quality Assurance Model

92G TRAINING AND CAREER LIFECYCLE MODEL

INSTITUTIONALIZING THE ROAD TO SUCCESS



ADV CUL ART

COR

FSM

DIV FOOD
SGM
DA FOOD
PROG MGR
CSM

O
J
T

SR FIRST COOK
FOOD OPNS SGT
ENLISTED AIDE
FLIGHT STEWARD
DRILL SERGEANT
INSTRUCTOR

DINING FACILITY MANAGER
SR FOOD OPNS SGT
FOOD CON OFF REP
SR INSTR
SGL

BDE FOOD OPNS MGMT NCO
DA FOOD PROG MGR
FIRST SERGEANT

1SG

BATTLE STAFF

NCO SOC

COOK
FIRST COOK

FOOD SER SPC

COLLEGE COURSES

CDSM

Purpose of 92G Evaluation

- Conduct study to evaluate:
  - Soldier performance
  - Effectiveness of training products
  - Currency of training products
  - Adequacy of doctrine
- Identify indicators/trends/issues across DOTMLPF
- Recommend program/process improvements
- Follow-up to ensure implementation of solutions

Scope of the 92G Pilot

- Dining Facility customers
  - CONUS/OCONUS
  - AA/ARNG/USAR
- Graduates from schools within past 6-12 months
  - AIT/BNCOC/ANCOC
- Supervisors of graduates
  - AIT/BNCOC/ANCOC
- Interview/survey Food Service Leaders
  - CONUS/OCONUS
  - AA/ARNG/USAR

Why 92G?

- Command interest
- High density MOS
- Overall Army morale impact
- Skills required in:
  - AA, ARNG, USAR
  - MTOE, TDA
- Access to graduates at all skill levels
- Capitalize on opportunities
  - Workshops
  - Leadership
  - Supervisors

Customer Satisfaction Survey

- 447 Respondents
- 21 Locations
- CONUS/OCONUS
- Six Response Areas
  - Age Group
  - Frequency
  - Wait Time
  - Meal – Wait Time
  - Service
  - Overall
- Correlated to ODCSLOG 2001 Study
- Bottom line: Very favorable

Food Service Leadership

- Survey/Interview
  - Active Component
  - Reserve Component
- Four Response Areas
  - Experience and Background
  - Regulations/Directives/Guidelines
  - Professional Development
  - Feedback
- 185 respondents (Food Service Supervisors)
- 3 locations
- Rank/Grade: SGT-SGM, WO1-CW5, GS07-11, MAJ/LTC

Experience and Background

- Too Many Duty Position Titles
  - AC identified 20 different titles
  - RC identified 40
- Rank/Grade Structure Consistent in AC/RC
- CONUS, OCONUS
- DFACs serve from 100s to 1000s
- Supervise Contract Food Service Employees
  - AC - about 50%
  - RC – about 3%
- Kiosks and Specialty Bars
  - AC - 83%
  - RC – about 4%

Regulations/Directives/Guidelines

- Working knowledge of 92G training products
  - Only 40% have working knowledge
  - Of the 40% vast majority consider them good

- How to improve doctrine, ARs, FMs, etc.
  - Keep it simple
  - Cover the fundamentals of cooking
  - Get input from the RC

- AR 30-22 and DA Pam 30-22
  - Field users state overwhelmingly better than AR 30-1
  - Slow getting to the RC

Professional Development

- Extensive food service training being conducted in units using FMs as guides

- 92G graduates do not meet expectation
  - Do not have basic FS knowledge (AC/RC)
  - Not trained to standard (AC)
  - Do not have Fort Lee trained cooks (RC)
  - Not enough training (AC)
  - More training on field equipment (RC)

- Current FS critical tasks accurately reflect job tasks
  - 87% in AC agree
  - 38% in RC agree

Professional Development

- Awareness of FS professional development resources
  - 75% in AC are aware of resources available
  - Only 60% in RC

- Familiarity with Life Cycle Model is very low
  - 40% in AC
  - 20% in RC

- Life Cycle Model used as a guide for Professional Development with those stating familiarity

Feedback

Biggest Challenges/Problems

AC	RC
•Teaching Basic Knowledge to AIT graduate •Not enough command support •Giving customers variety and staying in tolerance •Competing with civilian establishments •Time constraints	•Fill 92G slots •Graduates lack basic skills •Command Emphasis •Contract meals •Receive forecasts from units •Correct paperwork •Need MTOE equipment

Feedback

King for the Day

AC	RC
•More training in our MOS •More advanced training to be competitive with civilian establishments •Better DFAC with better equipment •Increase number of Supervisors (NCOs) and 92G10s at DFAC •More $$$$$	•Use field equipment regularly •Need additional resources for training and workshops for FS operations •Understand regulatory paperwork and standards •More training time in MOS •Improve rank structure •Let cooks cook

Feedback

How can the Army Help You?

AC	RC
•Better trained FS personnel •More time to train in our MOS •More advanced training to be competitive with civilian sector •More incentives •More command emphasis	•Provide up-to-date field equipment •Increase command interest and emphasis •Command understanding of FS regulations •Enlist more 92Gs •Put resources back into FS program •Train to basic standard for all •Train 92Gs - FS not an additional duty

Task-Based Analysis

AIT Subject Area	% Indicating Graduates Did All Subject Area Tasks to Standard					
	39 Graduate Responses			102 Supervisor Responses		
	Yes	No	Don't Know	Yes	No	Don't Know
Sanitation and Safety	90%	7%	3%	55%	44%	1%
Food Preparation	80%	20%	0%	32%	68%	0%
Receipt and Storage of Subsistence	80%	20%	0%	25%	67%	8%

Task Areas Not Performed to Standard

Graduate	Supervisor
•Food Preparation – Prepare & cook meat, poultry & seafood – Prepare & cook fillings, icing, & glazes – Prepare & bake bread products •Field Kitchen Equipment Opns & Maint – Set up MKT for movement – Maintain MKT for movement – Operate & Maintain M59 Range Outfit	•Sanitation and Safety – All five task areas major concerns – More than 30% stated deficiencies •Food Preparation – 31 of 38 tasks a concern – More than 35% stated deficiencies •Receipt & Storage of Subsistence – Deficient in store subsistence items – Deficient in check subsistence supplies for quantity and condition •Field Kitchen Equipment Opns & Maint

Task Areas Not Performed to Standard

Graduate	Supervisor
	•Serving Procedures – All three task areas a concern – More than 30% stated deficiencies •Garrison Equipment Opns & Maint – 12 of 15 tasks a concern – More than 20% stated deficiencies

Task Based Analysis

BNCOC Subject Area	% Indicating Graduates Did All Subject Area Tasks to Standard					
	11 Graduate Responses			36 Supervisor Responses		
	Yes	No	Don't Know	Yes	No	Don't Know
Personnel Management	82%	18 %	0%	44 %	42 %	14%
Accounting and Record Keeping	91%	9%	0%	36 %	39 %	25%
Food Quality and Equipment Inspection	82%	18 %	0%	83 %	17 %	0%
Field Kitchen Operations Supervision	91%	9%	0%	61 %	25 %	14%

Task Areas Not Performed to Standard

Graduate	Supervisor
•Personnel Management – Monitor performance documentation of contracted DFAC attendants – Prepare performance documentation of contracted DFAC attendants •Food Quality and Equipment Inspection – Supervise personnel in the operation of DFAC equipment	•Personnel Management – Conduct daily meetings with personnel – Implement OJT – Develop work schedules – Monitor performance documentation of contracted DFAC attendants – Prepare performance documentation of contracted DFAC attendants •Accounting and Record Keeping – Maintain DFAC files – Maintain the control record – Turn-in subsistence items under AFFS – Complete sensitive high $ item disposition

Task Areas Not Performed to Standard

Graduate	Supervisor
	•Safety, Security, and Energy Control – Administer The Safety Program – Administer Fire Protection Program

Task Based Analysis

ANCOC Subject Area	% Indicating Graduates Did All Subject Area Tasks to Standard					
	9 Graduate Responses			33 Supervisor Responses		
	Yes	No	Don't Know	Yes	No	Don't Know
Field Kitchen Operations Supervision	78%	11%	11%	61 %	33%	6%
Administrative Functions	89%	11%	0%	49 %	42%	9%
Staff and Support Coordination	78%	11%	11%	61 %	36%	3%
Food Service Management	78%	11%	11%	70 %	24%	6%

Task Areas Not Performed to Standard

Graduate	Supervisor
•ANCOC graduates are confident in all five subject areas	•Administrative Functions – Develop the OJT – Develop Physical Security Program •Staff and Support Coordination – Coordinate with CPO – Coordinate with Contracting Officer

Conclusions

- Customer Response
  - DFAC – good experiences
  - Field Feeding – not enough data to comment
- Graduates
  - AIT – not very confident
  - BNCOC – gaining confidence
  - ANCOC – confident

Conclusions

- Supervisors
  - AIT – ill prepared on basic skills
  - BNCOC – deficient in staff mgmt, record keeping, program planning
  - ANCOC – admin functions, staff & support functions

- Leaders
  - 92G10 – basic skills lacking
  - 92G10 – more hands-on training
  - Additional field kitchen operations
  - RC – current equipment

Indicators

+DF Customers very satisfied overall.

+Confidence level was high at all grades.

-Readiness Impact with RC not being able to cook on weekend drills.

-Field Kitchen Operations was a training weakness.

-Too many unauthorized job titles being used by RC and AC (NCOER and Awards).

-Did not get data on food service in the field.